

Enterprise Incident Report July 2012

As of 8/1/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | | | |
|------------------|-------------------------|-------------------------------------|--------------------------------------------------------------------------|--------|--------|-----------|
| | | | High | Low | Medium | FCR Total |
| Public Safety | Application Services | Dustin Crump | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Martin Gonzalez | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 3 2 | 0 0 | 3 2 |
| | Capitol Desktop Support | Tom Hanson | 0 0 | 8 8 | 0 0 | 8 8 |
| | | Assigned to Individual Total | 0 0 | 8 8 | 0 0 | 8 8 |
| | Capitol Hosting | Conn Peterson | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Joe Benson | 1 0 | 0 0 | 2 0 | 3 0 |
| | | Assigned to Individual Total | 2 0 | 0 0 | 2 0 | 4 0 |
| | Help Desk | Brenda Treadway | 0 0 | 6 6 | 0 0 | 6 6 |
| | | Julie VanBeekum | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Sarah Johnson | 0 0 | 2 0 | 0 0 | 2 0 |

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Public Safety

| | | | High | Low | Medium | FCR Total |
|---------------|------------------------------|-------------------------------------|------|-----|--------|-----------|
| Public Safety | Help Desk | Vicky Marrelli | 0 | 2 | 0 | 2 |
| | | | 0 | 2 | 0 | 2 |
| | | Assigned to Individual Total | 0 | 11 | 0 | 11 |
| | | | 0 | 9 | 0 | 9 |
| | Metro C Help Desk | Cindy Romrell | 0 | 139 | 0 | 139 |
| | | | 0 | 139 | 0 | 139 |
| | | Torrens Arnold | 1 | 77 | 0 | 78 |
| | | | 1 | 76 | 0 | 77 |
| | | Assigned to Individual Total | 1 | 216 | 0 | 217 |
| | | | 1 | 215 | 0 | 216 |
| | Metro C West Desktop Support | Bill Hall | 0 | 47 | 0 | 47 |
| | | | 0 | 30 | 0 | 30 |
| | | Brian Bobo | 0 | 11 | 0 | 11 |
| | | | 0 | 11 | 0 | 11 |
| | | Jared B Jensen | 0 | 7 | 0 | 7 |
| | | | 0 | 7 | 0 | 7 |
| | | Shellie Ramsay | 0 | 1 | 0 | 1 |
| | | | 0 | 1 | 0 | 1 |
| | Tyson Wall | | 0 | 9 | 0 | 9 |
| | | | 0 | 9 | 0 | 9 |
| | | Assigned to Individual Total | 0 | 75 | 0 | 75 |
| | | | 0 | 58 | 0 | 58 |
| | Network Operations | Cory Greenwell | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Michael Ostrander | 1 | 0 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual Total | 1 | 1 | 0 | 2 |
| | | | 0 | 0 | 0 | 0 |

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| | | | High | Low | Medium | FCR Total |
|---------------|-------------------------------|-------------------------------------|------|-----|--------|-----------|
| Public Safety | Rural Central Desktop Support | Gerald Adams | 0 | 28 | 0 | 28 |
| | | | 0 | 21 | 0 | 21 |
| | | Assigned to Individual Total | 0 | 28 | 0 | 28 |
| | | | 0 | 21 | 0 | 21 |
| | Rural North Desktop Support | Dane Smith | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |
| | | Ryan Casey | 0 | 1 | 0 | 1 |
| | | | 0 | 1 | 0 | 1 |
| | | Assigned to Individual Total | 0 | 2 | 0 | 2 |
| | | | 0 | 1 | 0 | 1 |
| | Rural South Desktop Support | Doug Chaston | 0 | 2 | 0 | 2 |
| | | | 0 | 2 | 0 | 2 |
| | | Joel Finlinson | 0 | 3 | 0 | 3 |
| | | | 0 | 3 | 0 | 3 |
| | | Assigned to Individual Total | 0 | 5 | 0 | 5 |
| | | | 0 | 5 | 0 | 5 |
| | Strategic Communications | Luis Larios | 0 | 4 | 0 | 4 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 4 | 0 | 4 |
| | | | 0 | 0 | 0 | 0 |
| | Voice Operations | Gail Christiansen | 1 | 1 | 0 | 2 |
| | | | 0 | 0 | 0 | 0 |
| | | Romanza Hamblin Sorensen | 1 | 3 | 1 | 5 |
| | | | 0 | 0 | 0 | 0 |
| | | Assigned to Individual Total | 2 | 4 | 1 | 7 |
| | | | 0 | 0 | 0 | 0 |
| | Voice/Data/WAN Services | Mike Johnson | 0 | 1 | 0 | 1 |
| | | | 0 | 0 | 0 | 0 |

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| | | | High | Low | Medium | FCR Total |
|---------------|-------------------------|------------------------------|--------|------------|------------|------------|
| Public Safety | Voice/Data/WAN Services | Spencer Blodgett | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | Wireless Services | Paul Gustin | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Assigned Group Total | | 6 1 | 360 319 | 3 0 | 369 320 |
| | Customer Company Total | | | 6 1 | 360 319 | 3 0 |

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Initial Response | | | |
|------------------|-------------------------|------------------------------|-------------------------------------------------------------------------|--------|--------|-----------|
| | | | High | Low | Medium | MIR Total |
| Public Safety | Application Services | Dustin Crump | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 3 0 | 0 0 | 3 0 |
| | Capitol Desktop Support | Tom Hanson | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Assigned to Individual Total | 0 0 | 8 0 | 0 0 | 8 0 |
| | Capitol Hosting | Conn Peterson | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Joe Benson | 1 1 | 0 0 | 2 0 | 3 1 |
| | | Assigned to Individual Total | 2 1 | 0 0 | 2 0 | 4 1 |
| | Help Desk | Brenda Treadway | 0 0 | 6 0 | 0 0 | 6 0 |
| | | Julie VanBeekum | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Sarah Johnson | 0 0 | 2 0 | 0 0 | 2 0 |

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Public Safety

| | | | High | Low | Medium | MIR Total |
|---------------|------------------------------|-------------------------------------|--------|----------|--------|-----------|
| Public Safety | Help Desk | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 11 0 | 0 0 | 11 0 |
| | Metro C Help Desk | Cindy Romrell | 0 0 | 139 2 | 0 0 | 139 2 |
| | | Torrens Arnold | 1 0 | 77 0 | 0 0 | 78 0 |
| | | Assigned to Individual Total | 1 0 | 216 2 | 0 0 | 217 2 |
| | Metro C West Desktop Support | Bill Hall | 0 0 | 47 0 | 0 0 | 47 0 |
| | | Brian Bobo | 0 0 | 11 0 | 0 0 | 11 0 |
| | | Jared B Jensen | 0 0 | 7 0 | 0 0 | 7 0 |
| | | Shellie Ramsay | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tyson Wall | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Assigned to Individual Total | 0 0 | 75 0 | 0 0 | 75 0 |
| | Network Operations | Cory Greenwell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Michael Ostrander | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 1 0 | 1 0 | 0 0 | 2 0 |

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Public Safety

| | | | High | Low | Medium | MIR Total |
|---------------|-------------------------------|-------------------------------------|--------|---------|--------|-----------|
| Public Safety | Rural Central Desktop Support | Gerald Adams | 0 0 | 28 0 | 0 0 | 28 0 |
| | | Assigned to Individual Total | 0 0 | 28 0 | 0 0 | 28 0 |
| | Rural North Desktop Support | Dane Smith | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ryan Casey | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural South Desktop Support | Doug Chaston | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Joel Finlinson | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 5 0 | 0 0 | 5 0 |
| | Strategic Communications | Luis Larios | 0 0 | 4 1 | 0 0 | 4 1 |
| | | Assigned to Individual Total | 0 0 | 4 1 | 0 0 | 4 1 |
| | Voice Operations | Gail Christiansen | 1 0 | 1 0 | 0 0 | 2 0 |
| | | Romanza Hamblin Sorensen | 1 0 | 3 1 | 1 0 | 5 1 |
| | | Assigned to Individual Total | 2 0 | 4 1 | 1 0 | 7 1 |
| | Voice/Data/WAN Services | Mike Johnson | 0 0 | 1 0 | 0 0 | 1 0 |

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Public Safety

| | | | High | Low | Medium | MIR Total |
|------------------------|-------------------------|------------------------------|--------|----------|--------|-----------|
| Public Safety | Voice/Data/WAN Services | Spencer Blodgett | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | Wireless Services | Paul Gustin | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Assigned Group Total | | 6 1 | 360 4 | 3 0 | 369 5 |
| Customer Company Total | | | 6 1 | 360 4 | 3 0 | 369 5 |

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | | |
|------------------|-------------------------|-------------------------------------|----------------------------------------------------------------------|-----------|-----------|-------------|
| | | | High | Low | Medium | ATTIR Total |
| Public Safety | Application Services | Dustin Crump | 0 0.00 | 2 0.36 | 0 0.00 | 2 0.36 |
| | | Martin Gonzalez | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 3 0.24 | 0 0.00 | 3 0.24 |
| | Capitol Desktop Support | Tom Hanson | 0 0.00 | 8 0.09 | 0 0.00 | 8 0.09 |
| | | Assigned to Individual Total | 0 0.00 | 8 0.09 | 0 0.00 | 8 0.09 |
| | Capitol Hosting | Conn Peterson | 1 0.66 | 0 0.00 | 0 0.00 | 1 0.66 |
| | | Joe Benson | 1 1.33 | 0 0.00 | 2 0.00 | 3 0.44 |
| | | Assigned to Individual Total | 2 0.99 | 0 0.00 | 2 0.00 | 4 0.50 |
| | Help Desk | Brenda Treadway | 0 0.00 | 6 0.20 | 0 0.00 | 6 0.20 |
| | | Julie VanBeekum | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Sarah Johnson | 0 0.00 | 2 0.20 | 0 0.00 | 2 0.20 |

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Public Safety

| | | | High | Low | Medium | ATTIR Total |
|---------------|------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Public Safety | Help Desk | Vicky Marrelli | 0 0.00 | 2 0.23 | 0 0.00 | 2 0.23 |
| | | Assigned to Individual Total | 0 0.00 | 11 0.19 | 0 0.00 | 11 0.19 |
| | Metro C Help Desk | Cindy Romrell | 0 0.00 | 139 0.04 | 0 0.00 | 139 0.04 |
| | | Torrens Arnold | 1 0.00 | 77 0.00 | 0 0.00 | 78 0.00 |
| | | Assigned to Individual Total | 1 0.00 | 216 0.03 | 0 0.00 | 217 0.03 |
| | Metro C West Desktop Support | Bill Hall | 0 0.00 | 47 0.00 | 0 0.00 | 47 0.00 |
| | | Brian Bobo | 0 0.00 | 11 0.00 | 0 0.00 | 11 0.00 |
| | | Jared B Jensen | 0 0.00 | 7 0.00 | 0 0.00 | 7 0.00 |
| | | Shellie Ramsay | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Tyson Wall | 0 0.00 | 9 0.00 | 0 0.00 | 9 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 75 0.00 | 0 0.00 | 75 0.00 |
| | Network Operations | Cory Greenwell | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Michael Ostrander | 1 0.00 | 0 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 1 0.00 | 1 0.00 | 0 0.00 | 2 0.00 |

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Public Safety

| | | | High | Low | Medium | ATTIR Total |
|---------------|-------------------------------|-------------------------------------|-----------|------------|-----------|-------------|
| Public Safety | Rural Central Desktop Support | Gerald Adams | 0 0.00 | 28 0.00 | 0 0.00 | 28 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 28 0.00 | 0 0.00 | 28 0.00 |
| | | | | | | |
| | Rural North Desktop Support | Dane Smith | 0 0.00 | 1 0.05 | 0 0.00 | 1 0.05 |
| | | Ryan Casey | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.03 | 0 0.00 | 2 0.03 |
| | Rural South Desktop Support | Doug Chaston | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Joel Finlinson | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 5 0.00 | 0 0.00 | 5 0.00 |
| | Strategic Communications | Luis Larios | 0 0.00 | 4 0.75 | 0 0.00 | 4 0.75 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.75 | 0 0.00 | 4 0.75 |
| | Voice Operations | Gail Christiansen | 1 0.34 | 1 0.96 | 0 0.00 | 2 0.65 |
| | | Romanza Hamblin Sorensen | 1 0.13 | 3 0.68 | 1 0.09 | 5 0.45 |
| | | Assigned to Individual Total | 2 0.23 | 4 0.75 | 1 0.09 | 7 0.51 |
| | Voice/Data/WAN Services | Mike Johnson | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |

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Public Safety

| | | | High | Low | Medium | ATTIR Total |
|------------------------|-------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Public Safety | Voice/Data/WAN Services | Spencer Blodgett | 0 0.00 | 1 0.48 | 0 0.00 | 1 0.48 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.24 | 0 0.00 | 2 0.24 |
| | Wireless Services | Paul Gustin | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | Assigned Group Total | | 6 0.41 | 360 0.04 | 3 0.03 | 369 0.05 |
| Customer Company Total | | | 6 0.41 | 360 0.04 | 3 0.03 | 369 0.05 |

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | | |
|------------------|-------------------------|-------------------------------------|-------------------------------------------------------------------|--------|--------|----------|
| | | | High | Low | Medium | MR Total |
| Public Safety | Application Services | Dustin Crump | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 3 0 | 0 0 | 3 0 |
| | Capitol Desktop Support | Tom Hanson | 0 0 | 8 0 | 0 0 | 8 0 |
| | | Assigned to Individual Total | 0 0 | 8 0 | 0 0 | 8 0 |
| | Capitol Hosting | Conn Peterson | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Joe Benson | 1 0 | 0 0 | 2 0 | 3 0 |
| | | Assigned to Individual Total | 2 0 | 0 0 | 2 0 | 4 0 |
| | Help Desk | Brenda Treadway | 0 0 | 6 0 | 0 0 | 6 0 |
| | | Julie VanBeekum | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Sarah Johnson | 0 0 | 2 0 | 0 0 | 2 0 |

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| | | | High | Low | Medium | MR Total |
|---------------|------------------------------|-------------------------------------|--------|----------|--------|----------|
| Public Safety | Help Desk | Vicky Marrelli | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 11 0 | 0 0 | 11 0 |
| | Metro C Help Desk | Cindy Romrell | 0 0 | 139 2 | 0 0 | 139 2 |
| | | Torrens Arnold | 1 0 | 77 0 | 0 0 | 78 0 |
| | | Assigned to Individual Total | 1 0 | 216 2 | 0 0 | 217 2 |
| | Metro C West Desktop Support | Bill Hall | 0 0 | 47 0 | 0 0 | 47 0 |
| | | Brian Bobo | 0 0 | 11 0 | 0 0 | 11 0 |
| | | Jared B Jensen | 0 0 | 7 0 | 0 0 | 7 0 |
| | | Shellie Ramsay | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Tyson Wall | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Assigned to Individual Total | 0 0 | 75 0 | 0 0 | 75 0 |
| | Network Operations | Cory Greenwell | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Michael Ostrander | 1 1 | 0 0 | 0 0 | 1 1 |
| | | Assigned to Individual Total | 1 1 | 1 0 | 0 0 | 2 1 |

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| | | | High | Low | Medium | MR Total |
|---------------|-------------------------------|-------------------------------------|--------|---------|--------|----------|
| Public Safety | Rural Central Desktop Support | Gerald Adams | 0 0 | 28 2 | 0 0 | 28 2 |
| | | Assigned to Individual Total | 0 0 | 28 2 | 0 0 | 28 2 |
| | Rural North Desktop Support | Dane Smith | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ryan Casey | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural South Desktop Support | Doug Chaston | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Joel Finlinson | 0 0 | 3 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 5 0 | 0 0 | 5 0 |
| | Strategic Communications | Luis Larios | 0 0 | 4 0 | 0 0 | 4 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 0 0 | 4 0 |
| | Voice Operations | Gail Christiansen | 1 0 | 1 0 | 0 0 | 2 0 |
| | | Romanza Hamblin Sorensen | 1 0 | 3 0 | 1 0 | 5 0 |
| | | Assigned to Individual Total | 2 0 | 4 0 | 1 0 | 7 0 |
| | Voice/Data/WAN Services | Mike Johnson | 0 0 | 1 0 | 0 0 | 1 0 |

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| | | | High | Low | Medium | MR Total |
|------------------------|-------------------------|------------------------------|--------|----------|--------|----------|
| Public Safety | Voice/Data/WAN Services | Spencer Blodgett | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | Wireless Services | Paul Gustin | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | Assigned Group Total | | 6 1 | 360 4 | 3 0 | 369 5 |
| Customer Company Total | | | 6 1 | 360 4 | 3 0 | 369 5 |

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As of 8/1/2012

Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
|------------------|-------------------------|------------------------------|-----------------------------------------------------------------------|-----------|-----------|------------|
| | | | High | Low | Medium | ATTR Total |
| Public Safety | Application Services | Dustin Crump | 0 0.00 | 2 0.49 | 0 0.00 | 2 0.49 |
| | | Martin Gonzalez | 0 0.00 | 1 0.09 | 0 0.00 | 1 0.09 |
| | | Assigned to Individual Total | 0 0.00 | 3 0.35 | 0 0.00 | 3 0.35 |
| | Capitol Desktop Support | Tom Hanson | 0 0.00 | 8 1.86 | 0 0.00 | 8 1.86 |
| | | Assigned to Individual Total | 0 0.00 | 8 1.86 | 0 0.00 | 8 1.86 |
| | Capitol Hosting | Conn Peterson | 1 0.66 | 0 0.00 | 0 0.00 | 1 0.66 |
| | | Joe Benson | 1 1.46 | 0 0.00 | 2 0.00 | 3 0.49 |
| | | Assigned to Individual Total | 2 1.06 | 0 0.00 | 2 0.00 | 4 0.53 |
| | Help Desk | Brenda Treadway | 0 0.00 | 6 0.20 | 0 0.00 | 6 0.20 |
| | | Julie VanBeekum | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Sarah Johnson | 0 0.00 | 2 0.38 | 0 0.00 | 2 0.38 |

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Public Safety

| | | | High | Low | Medium | ATTR Total |
|---------------|------------------------------|-------------------------------------|-----------|-------------|-----------|-------------|
| Public Safety | Help Desk | Vicky Marrelli | 0 0.00 | 2 0.31 | 0 0.00 | 2 0.31 |
| | | Assigned to Individual Total | 0 0.00 | 11 0.23 | 0 0.00 | 11 0.23 |
| | Metro C Help Desk | Cindy Romrell | 0 0.00 | 139 0.28 | 0 0.00 | 139 0.28 |
| | | Torrens Arnold | 1 0.00 | 77 0.02 | 0 0.00 | 78 0.02 |
| | | Assigned to Individual Total | 1 0.00 | 216 0.18 | 0 0.00 | 217 0.18 |
| | Metro C West Desktop Support | Bill Hall | 0 0.00 | 47 1.61 | 0 0.00 | 47 1.61 |
| | | Brian Bobo | 0 0.00 | 11 0.00 | 0 0.00 | 11 0.00 |
| | | Jared B Jensen | 0 0.00 | 7 0.00 | 0 0.00 | 7 0.00 |
| | | Shellie Ramsay | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Tyson Wall | 0 0.00 | 9 0.00 | 0 0.00 | 9 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 75 1.01 | 0 0.00 | 75 1.01 |
| | Network Operations | Cory Greenwell | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Michael Ostrander | 1 4.26 | 0 0.00 | 0 0.00 | 1 4.26 |
| | | Assigned to Individual Total | 1 4.26 | 1 0.00 | 0 0.00 | 2 2.13 |

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As of 8/1/2012

Public Safety

| | | | High | Low | Medium | ATTR Total |
|---------------|-------------------------------|-------------------------------------|-----------|------------|-----------|------------|
| Public Safety | Rural Central Desktop Support | Gerald Adams | 0 0.00 | 28 2.33 | 0 0.00 | 28 2.33 |
| | | Assigned to Individual Total | 0 0.00 | 28 2.33 | 0 0.00 | 28 2.33 |
| | | | | | | |
| | Rural North Desktop Support | Dane Smith | 0 0.00 | 1 0.05 | 0 0.00 | 1 0.05 |
| | | Ryan Casey | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.03 | 0 0.00 | 2 0.03 |
| | | | | | | |
| | Rural South Desktop Support | Doug Chaston | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Joel Finlinson | 0 0.00 | 3 0.00 | 0 0.00 | 3 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 5 0.00 | 0 0.00 | 5 0.00 |
| | | | | | | |
| | Strategic Communications | Luis Larios | 0 0.00 | 4 5.26 | 0 0.00 | 4 5.26 |
| | | Assigned to Individual Total | 0 0.00 | 4 5.26 | 0 0.00 | 4 5.26 |
| | Voice Operations | Gail Christiansen | 1 0.34 | 1 0.96 | 0 0.00 | 2 0.65 |
| | | Romanza Hamblin Sorensen | 1 0.37 | 3 0.90 | 1 0.12 | 5 0.64 |
| | | Assigned to Individual Total | 2 0.35 | 4 0.91 | 1 0.12 | 7 0.64 |
| | | | | | | |
| | Voice/Data/WAN Services | Mike Johnson | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |

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Public Safety

| | | | High | Low | Medium | ATTR Total |
|------------------------|-------------------------|------------------------------|-----------|-------------|-----------|-------------|
| Public Safety | Voice/Data/WAN Services | Spencer Blodgett | 0 0.00 | 1 0.77 | 0 0.00 | 1 0.77 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.38 | 0 0.00 | 2 0.38 |
| | Wireless Services | Paul Gustin | 0 0.00 | 1 0.16 | 0 0.00 | 1 0.16 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.16 | 0 0.00 | 1 0.16 |
| | Assigned Group Total | | 6 1.18 | 360 0.63 | 3 0.04 | 369 0.63 |
| Customer Company Total | | | 6 1.18 | 360 0.63 | 3 0.04 | 369 0.63 |

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As of 8/1/2012

Public Safety

Detail

| | | | | | | |
|------------------------|------------------------------|--------------------------|---------------|----------------------------------|-----------------|-------|
| INC000000541590 | Leona Cover | Application | None | Utah Drivers License System | TIR Missed: Yes | 1.38 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: Yes | 32.28 |
| INC000000541784 | Jeff Nigbur | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541785 | Wyatt Weber | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541793 | Todd Royce | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541798 | Mark Bricker | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541842 | Catherine Huhtala | Network | Password | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541844 | Bunny Gooch | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541903 | Donna Nielsen | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000541998 | Spencer Duke | Application | Reporting | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.90 |
| INC000000542050 | Ryan Gurney | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 1.86 |
| INC000000542097 | James Martin | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 1.43 |
| INC000000542100 | Marjean Hansen | Network | Password | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000542107 | Terrie Workman | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.10 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low Closed | TTR Missed: No | 0.26 |
| INC000000542186 | Marjean Hansen | Application | Password | Utah Master Directory | TIR Missed: No | 0.17 |
| | Help Desk | Brenda Treadway | Public Safety | Low Closed | TTR Missed: No | 0.17 |
| INC000000542187 | Michelle Hunt | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000542190 | Marjean Hansen | Network | Password | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |

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| INC000000542192 | Kim Passey | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542266 | Ralph Earl | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542270 | Michelle Hunt | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542295 | Teresa Paredes-Pozas | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542324 | Josh Workman | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.75 |
| INC000000542331 | Joan Foust | None | None | None | | TIR Missed: No | 0.19 |
| | Help Desk | Sarah Johnson | Public Safety | Low | Closed | TTR Missed: No | 0.21 |
| INC000000542346 | Mercadez Barrett | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.27 |
| INC000000542379 | Terry Woodward | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 2.66 |
| INC000000542456 | Kent Goodrich | None | None | None | | TIR Missed: No | 0.05 |
| | Rural North Desktop Support | Dane Smith | Public Safety | Low | Closed | TTR Missed: No | 0.05 |
| INC000000542600 | Steve Oblad | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542614 | Taylor Van Houten | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 2.14 |
| INC000000542620 | Denyce Petersen | Application | Password | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542624 | Michelle Hunt | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542626 | Kathy Facer | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542630 | Rhonda Hartman | Application | Password | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542637 | Gabe Sharp | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000542749 | Jennifer Donleavy | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000542787 | John Holt | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000542806 | Laura Ellis | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000542831 | Zachary Hutto | Application | Error | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.04 |
| INC000000542842 | Connie Simper | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000542952 | Toynet Sharp | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543003 | Jennifer Donleavy | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543046 | Robb Telford | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543099 | Jeffery Haycock | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543127 | Bradley Buckmiller | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543136 | Kathy Facer | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543354 | Christopher Dunn | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 1.34 |
| INC000000543406 | Matt Miller | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low Closed | TTR Missed: No | 5.56 |
| INC000000543454 | Ashley Nicholas | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low Closed | TTR Missed: No | 0.00 |
| INC000000543484 | Eric Ellsworth | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low Closed | TTR Missed: No | 0.68 |
| INC000000543486 | Rey Thompson | None | None | None | TIR Missed: No | 0.00 |
| | Network Operations | Michael Ostrander | Public Safety | High Closed | TTR Missed: Yes | 4.26 |
| INC000000543502 | Matt Miller | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low Closed | TTR Missed: No | 4.60 |
| INC000000543506 | Maurine Penrod | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low Closed | TTR Missed: No | 4.58 |

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| INC000000543530 | Wendy Reese | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543565 | John Fairbanks | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543613 | Della Estrada | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543665 | Susan Thomas | Network | Password | None | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543673 | Charles Allen | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543682 | Nolan Mitchell | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | High | Closed | TTR Missed: No | 0.00 |
| INC000000543721 | Shannon Collins | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543742 | Susan Thomas | Mobile Devices | Error | iPhone | | TIR Missed: No | 0.73 |
| | Application Services | Dustin Crump | Public Safety | Low | Closed | TTR Missed: No | 0.98 |
| INC000000543760 | Raymond Thomson | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543782 | Sandra Pratt | Application | Error | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543853 | Diane Bryant | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.12 |
| INC000000543904 | Laconna Davis | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543906 | Beatriz Malautea | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543934 | Marianne Bauman | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000543958 | Todd Holbrook | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544019 | Kyle Ball | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.54 |
| INC000000544024 | Magie Bode | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000544034 | John Holt | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544048 | Brody Wintle | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544055 | Terri Fontaine | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544061 | Marianne Bauman | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544080 | Todd Holbrook | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544111 | Steve Myer | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 5.65 |
| INC000000544113 | Jeremy Horne | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 5.64 |
| INC000000544145 | Kathy Quarnberg | None | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544148 | Marlon Mendoza | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544154 | Taylor Van Houten | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 4.91 |
| INC000000544216 | Fred Vincent | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.81 |
| INC000000544230 | Rich Christianson | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.40 |
| INC000000544240 | Ashten Barber | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544253 | Jason Robb | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544447 | Kyleen Hoover | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Hosting | Joe Benson | Public Safety | Medium | Closed | TTR Missed: No | 0.00 |
| INC000000544520 | Chris Jones | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.73 |
| INC000000544546 | Debbie Clark | None | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000544584 | Cherri Dare | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544587 | Jill Reed | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544636 | Stephen Bevan | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544639 | Rudy Taylor | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.16 |
| INC000000544668 | Diane Shreeve | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544688 | Richard Gee | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544689 | Kristine Kirkland | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544691 | Margaret Kettle | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544744 | Carla Ivie | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000544826 | Michelle McLaughlin | Application | Reporting | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.90 |
| INC000000544912 | Spencer Duke | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.58 |
| INC000000545011 | David Pearson | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.19 |
| INC000000545193 | Marc Atkinson | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000545224 | Rick Oaks | Application | Password | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: Yes | 6.08 |
| INC000000545234 | Bill Parkin | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Hosting | Joe Benson | Public Safety | Medium | Closed | TTR Missed: No | 0.00 |
| INC000000545572 | Hanna Bennett | None | None | None | | TIR Missed: Yes | 1.71 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low | Closed | TTR Missed: No | 1.71 |
| INC000000545736 | Brenda Lane | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000545753 | Michelle Harward Metro C Help Desk | PC/Laptop Torrens Arnold | Hardware Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000545757 | Nancy Sanchez Metro C Help Desk | Application Torrens Arnold | Password Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000545794 | Marc Atkinson Metro C Help Desk | Application Torrens Arnold | Password Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000545871 | Robert Anderson Rural Central Desktop Support | Application Gerald Adams | Password Public Safety | Utah Criminal Justice Informatio Low | Closed | TIR Missed: No TTR Missed: No | 0.00 1.24 |
| INC000000546023 | Brenda Mosuela Metro C Help Desk | Network Cindy Romrell | Password Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546081 | Shawn Judd Metro C West Desktop Support | PC/Laptop Bill Hall | Hardware Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 1.36 |
| INC000000546130 | Michelle Hunt Metro C Help Desk | None Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546185 | William Weaver Metro C West Desktop Support | Application Bill Hall | Reporting Public Safety | FATPOT Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.12 |
| INC000000546199 | Michelle Hunt Metro C Help Desk | PC/Laptop Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546200 | Ralph Earl Metro C Help Desk | PC/Laptop Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546205 | Jennifer Yates Metro C Help Desk | None Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546262 | Connie Gorrell Metro C West Desktop Support | Application Bill Hall | Reporting Public Safety | FATPOT Low | Closed | TIR Missed: No TTR Missed: No | 0.00 2.85 |
| INC000000546270 | Larry Mower Metro C West Desktop Support | Print/Copy/Scan/Fax Bill Hall | Incident Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 2.94 |
| INC000000546421 | Jason Chapman Metro C West Desktop Support | None Brian Bobo | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546438 | Chris Jones Metro C West Desktop Support | PC/Laptop Bill Hall | Hardware Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 5.67 |
| INC000000546527 | Claudia K Taylor Metro C Help Desk | Application Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000546547 | Benjamin Nix Metro C Help Desk | None Cindy Romrell | None Public Safety | None Low | Closed | TIR Missed: No TTR Missed: No | 0.00 0.00 |

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| INC000000546575 | Rhonda Hartman | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546642 | Jared Garcia | Application | None | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 0.69 |
| INC000000546657 | Lisa Nielsen | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546659 | Marselle Morales | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546661 | Kim Passey | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546663 | Andrew Pacejka | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546667 | Richard Gee | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546704 | Blaine Robbins | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 0.98 |
| INC000000546744 | Jennifer McNair | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546801 | Janet Miller | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: Yes | 8.31 |
| INC000000546856 | Leroy Crawford | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546931 | Kim Passey | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000546987 | Della Miller | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547021 | Kalee Taylor | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547042 | Lee Brumble | Print/Copy/Scan/Fax | Toner/Fuser/Ink | None | | TIR Missed: No | 0.61 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: No | 3.11 |
| INC000000547084 | Janet Herron | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547104 | Charlene Richards | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000547154 | Chris Rueckert | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Shellie Ramsay | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547300 | Jay Henry | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547308 | Della Miller | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547310 | John Holt | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547311 | John Holt | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547312 | Kalee Taylor | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547322 | Lance Davenport | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547324 | Lindy Brown | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547369 | Katie W Lelacheur | Mobile Devices | Error | iPhone | | TIR Missed: No | 0.20 |
| | Help Desk | Sarah Johnson | Public Safety | Low | Closed | TTR Missed: No | 0.56 |
| INC000000547378 | Stephanie Page | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547578 | Shelise Gotch | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547593 | Jennifer Donleavy | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547696 | Karen Brown | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547734 | Matthew Beaudry | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: No | 0.42 |
| INC000000547785 | William Weaver | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.41 |
| INC000000547857 | Warren Jones | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.04 |
| INC000000547863 | Lillette Day | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000547870 | Lillette Day | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547890 | Nicholas Buchei | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547891 | Stephanie Merritt | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000547923 | James Curtis | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.76 |
| INC000000547929 | Michael Hailey | Application | Reporting | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.59 |
| INC000000547937 | Nicholas Buchei | Application | None | Novell GroupWise | | TIR Missed: No | 0.53 |
| | Help Desk | Brenda Treadway | Public Safety | Low | Closed | TTR Missed: No | 0.53 |
| INC000000548040 | Debbie Howell | None | None | None | | TIR Missed: No | 0.00 |
| | Network Operations | Cory Greenwell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548133 | Lillette Day | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548138 | John Crofts | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548171 | Marge Dalton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548219 | Geina Foldesi | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548227 | Charles Taylor | Application | Password | Utah Master Directory | | TIR Missed: No | 0.42 |
| | Help Desk | Brenda Treadway | Public Safety | Low | Closed | TTR Missed: No | 0.42 |
| INC000000548229 | Jacob Dunn | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548248 | Chris Fielding | Telecom | Hardware | Telephone | | TIR Missed: No | 0.13 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | High | Closed | TTR Missed: No | 0.37 |
| INC000000548303 | Tiphonie Clark | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548304 | Dave Tafoya | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548305 | Laonna Davis | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000548306 | Marge Dalton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548331 | Stephen Bevan | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548578 | Alicia Williams | None | None | None | | TIR Missed: Yes | 4.09 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: Yes | 6.11 |
| INC000000548615 | Jennifer McNair | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548616 | Michelle Harward | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548692 | Phyllis Beatie | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548758 | Sean Obrien | None | None | None | | TIR Missed: Yes | 1.33 |
| | Capitol Hosting | Joe Benson | Public Safety | High | Closed | TTR Missed: No | 1.46 |
| INC000000548841 | Jacob Dunn | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548845 | Phyllis Beatie | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548877 | Geina Foldesi | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548919 | Janet Miller | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 2.35 |
| INC000000548921 | Denice Smith | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Application Services | Martin Gonzalez | Public Safety | Low | Closed | TTR Missed: No | 0.09 |
| INC000000548922 | Bryce Ivie | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 2.40 |
| INC000000548947 | Robert Burns | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000548970 | Tracy Paletta | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 1.82 |
| INC000000548998 | Terry Lamoreaux | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549048 | Paula Delsigne | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000549077 | Bryce Ivie | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 2.52 |
| INC000000549111 | Denyce Petersen | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549116 | Elizabeth Stanley | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549152 | Tracy Paletta | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 2.72 |
| INC000000549155 | Sherri Thorsen | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000549215 | Tracy Paletta | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 3.34 |
| INC000000549412 | Mike Phillips | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 0.66 |
| INC000000549535 | Marianne Bauman | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549540 | Lindy Brown | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549543 | Denice Smith | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549559 | Sam Peck | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549563 | Marianne Bauman | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549571 | Debby Stevens | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549578 | Justin Cloward | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.97 |
| INC000000549596 | Geina Foldesi | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549598 | Wendy Reese | Application | Password | Utah Master Directory | | TIR Missed: No | 0.09 |
| | Help Desk | Brenda Treadway | Public Safety | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000549607 | Steve Higley | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000549617 | Shara H Birt | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549620 | Steve Higley | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549637 | Wendy Reese | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549650 | Justin Cloward | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.68 |
| INC000000549701 | Shara H Birt | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549713 | Jason Chapman | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549731 | Marianne Bauman | EIS Hardware | None | None | | TIR Missed: Yes | 1.93 |
| | Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: No | 5.56 |
| INC000000549748 | Kalee Taylor | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549777 | Michelle Hunt | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549837 | David Oliphant | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549885 | Katharine Ramirez | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549887 | Lynne Criddle | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549958 | Stacy Debban | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000549960 | Joanne Munson | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550148 | Matt Spillman | Telecom | Call Management | Telephone | | TIR Missed: No | 0.00 |
| | Voice/Data/WAN Services | Mike Johnson | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550193 | Sean Obrien | None | None | None | | TIR Missed: No | 0.66 |
| | Capitol Hosting | Conn Peterson | Public Safety | High | Resolved | TTR Missed: No | 0.66 |
| INC000000550258 | Janine Zumwalt | Application | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000550273 | Olivama Katsanevas | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550296 | Olivama Katsanevas | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550321 | Geina Foldesi | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550331 | Scott Pugmire | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.80 |
| INC000000550332 | Shirley Jones | Application | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550341 | Alan Nygard | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550387 | Bob Carey | Application | Password | PGP | | TIR Missed: No | 0.07 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000550418 | Iris Rich | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 5.59 |
| INC000000550454 | Ryan Williams | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550578 | Katharine Ramirez | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550626 | Debbie Clark | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550635 | Patty Trujillo | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550679 | Alicia Gleave | PC/Laptop | Hardware | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550710 | Scott Nesbitt | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550712 | Alan Nygard | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550713 | Miya Finney | Application | Password | DB2 Query Management Facilit | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550751 | Adam Mcdonald | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000550761 | Ryan Barney | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550771 | Laura Ellis | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550784 | Josh Groeneveld | EIS Hardware | None | None | | TIR Missed: No | 0.30 |
| | Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: No | 5.54 |
| INC000000550803 | Georgia Lund | PC/Laptop | Hardware | Microsoft Windows 7 | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Joel Finlinson | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550862 | Lillian Parr | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550866 | Wendy Reese | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550905 | Lillette Day | PC/Laptop | Password | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000550926 | Stacy Robb | None | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551040 | Nancy Hess | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551045 | Erica Brown | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551059 | Anna Boynton | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551079 | Michelle Hunt | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551090 | Carolyn Fronce | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551116 | Lindy Brown | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551159 | Jennifer Donleavy | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551298 | Harley Watkins | None | None | None | | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ryan Casey | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551326 | Stephen Bevan | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000551570 | Jennifer Stefanoff | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551601 | Connie Simper | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551607 | Deann Petit | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551692 | Teri Phillipps | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551702 | Janet Thompson | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551703 | Rosalie Kirk | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551771 | Chris Rueckert | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551775 | Nancy Hess | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551777 | Marge Dalton | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.23 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low | Resolved | TTR Missed: No | 0.72 |
| INC000000551820 | Pilar Shortsleeve | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551823 | Andrew Pacejka | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551865 | Melanie Monroe | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551904 | Anita Tanner | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000551913 | Karen Elliott | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552023 | Mason Haycock | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.44 |
| INC000000552039 | Cameron Fawson | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552044 | Jalaine Hawkes | Application | None | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000552045 | Mercadez barrett | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552057 | Linda Petty | None | None | Persysent Suite | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552059 | Aiveni Taufa | Application | Password | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.90 |
| INC000000552098 | Nathan Croft | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.93 |
| INC000000552102 | Ben Cox | Application | None | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.96 |
| INC000000552149 | Richard Moseley | PC/Laptop | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 1.51 |
| INC000000552161 | Marge Dalton | Telecom | Dial Tone | None | | TIR Missed: No | 0.34 |
| | Voice Operations | Gail Christiansen | Public Safety | High | Resolved | TTR Missed: No | 0.34 |
| INC000000552263 | Chelsey Burns | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552266 | Darryl Barry | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552296 | Matt Miller | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.91 |
| INC000000552354 | Michelle Hunt | EIS Hardware | None | None | | TIR Missed: No | 0.31 |
| | Strategic Communications | Luis Larios | Public Safety | Low | Resolved | TTR Missed: No | 4.04 |
| INC000000552383 | Marge Dalton | Telecom | Hardware | Telephone | | TIR Missed: No | 0.96 |
| | Voice Operations | Gail Christiansen | Public Safety | Low | Resolved | TTR Missed: No | 0.96 |
| INC000000552386 | Terri Garcia | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552388 | Connie Simper | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552636 | Ralph Earl | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552639 | Janell Laursen | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000552641 | Becky Jones | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000552713 | Rachel Burress | Application | Password | Utah Master Directory | TIR Missed: No | 0.45 |
| Help Desk | Vicky Marrelli | | Public Safety | Low Resolved | TTR Missed: No | 0.62 |
| INC000000552846 | Shawn Peppers | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000552934 | John Fairbanks | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553104 | Marianne Bauman | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553110 | Melanie Monroe | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553122 | Bill Bleyl | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553124 | Kaycie Deem | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553126 | Margaret Howells | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553128 | Chris Rueckert | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553197 | Brad Horne | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553229 | Pam Russell | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553327 | Matthew Beaudry | None | None | None | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | | Public Safety | Low Resolved | TTR Missed: No | 2.85 |
| INC000000553397 | Wendy Lister | Application | Password | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553418 | Stacy Stuart | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| Rural South Desktop Support | Joel Finlinson | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553555 | Joe Brown | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553556 | Denice Smith | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |
| INC000000553558 | Pilar Shortsleeve | None | None | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | | Public Safety | Low Resolved | TTR Missed: No | 0.00 |

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| INC000000553636 | Jacqueline Lairson Metro C Help Desk | Network Torrens Arnold | Password Public Safety | Novell Client for 32-bit Windows Low | TIR Missed: No Resolved TTR Missed: No | 0.00 0.00 |
| INC000000553662 | Ron Hindmarsh Metro C Help Desk | Print/Copy/Scan/Fax Torrens Arnold | Incident Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553665 | Brittany Elmer Metro C Help Desk | Print/Copy/Scan/Fax Torrens Arnold | Incident Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553666 | Jill Fraughton Metro C Help Desk | Application Torrens Arnold | Error Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553667 | Robin Martinez Metro C Help Desk | Application Torrens Arnold | Error Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553700 | Chelsey Burns Metro C Help Desk | Application Torrens Arnold | Error Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553762 | Marge Dalton Voice/Data/WAN Services | Telecom Spencer Blodgett | Dial Tone Public Safety | Telephone Low | Resolved TIR Missed: No TTR Missed: No | 0.48 0.77 |
| INC000000553820 | Georgia Difrancesco Metro C Help Desk | Application Torrens Arnold | Error Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000553974 | Nancy May Wireless Services | None Paul Gustin | None Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.16 |
| INC000000554104 | Alan Dawes Metro C Help Desk | Network Cindy Romrell | Password Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554186 | Valerie Webster Metro C Help Desk | Application Cindy Romrell | None Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554188 | Michelle Hunt Strategic Communications | EIS Hardware Luis Larios | None Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.45 5.90 |
| INC000000554205 | Gayla Quilter Metro C Help Desk | Network Cindy Romrell | Password Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554214 | Della Estrada Metro C Help Desk | Application Cindy Romrell | None Public Safety | Utah Drivers License System Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554251 | Carla Ivie Metro C Help Desk | Application Cindy Romrell | None Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554268 | Chelsey Burns Metro C Help Desk | Network Cindy Romrell | None Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |
| INC000000554307 | Jill Fraughton Metro C West Desktop Support | Application Jared B Jensen | Error Public Safety | None Low | Resolved TIR Missed: No TTR Missed: No | 0.00 0.00 |

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| INC000000554368 | Sally Lundgreen | Telecom | Dial Tone | Telephone | | TIR Missed: No | 0.09 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Medium | Resolved | TTR Missed: No | 0.12 |
| INC000000554387 | Jennifer Campbell | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554436 | Deann Petit | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554485 | Jason Robb | Network | Performance | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Chaston | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554488 | Chelsey Burns | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554507 | Deann Petit | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554542 | Alisha White | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554599 | Jimmy Higgs | Application | Reporting | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.52 |
| INC000000554622 | Chad Jensen | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 2.47 |
| INC000000554630 | Clint Fawson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554645 | Joan Foust | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554694 | Glen Porter | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554721 | Kira salmond | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554732 | Shawn Hinton | None | None | None | | TIR Missed: No | 0.00 |
| | Application Services | Dustin Crump | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554739 | Merri Coleman | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 0.76 |
| INC000000554741 | Kris Hamlet | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 0.76 |
| INC000000554744 | Becky Jones | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000554749 | Terry Woodward | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.52 |
| INC000000554797 | Jaye Christensen | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554813 | Valerie Webster | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554897 | Brent Pollock | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 1.00 |
| INC000000554904 | Kevin Nielson | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554922 | Roger Jensen | Application | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554951 | Chantell Skiby | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000554980 | Chamberlin Neff | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.17 |
| INC000000554985 | Predo Smilyanich | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555006 | Jesse Valenzuela | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.04 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 1.35 |
| INC000000555017 | Roy Contreras | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.18 |
| INC000000555020 | Ken Farris | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.17 |
| INC000000555050 | Mary Ann Curtis | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555072 | Cameron Roden | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.77 |
| INC000000555099 | Troy Giles | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 1.52 |
| INC000000555136 | Terri Garcia | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555140 | Catherine Huhtala | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

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| INC000000555153 | Peggy Young | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555160 | Rusty Hurd | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.56 |
| INC000000555172 | Irene Swenson | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555176 | Irene Swenson | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555177 | Tiphane Clark | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555178 | Lesa Wilson | Network | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555181 | Nancy Hess | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555257 | Michael Hainey | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 2.25 |
| INC000000555264 | Laura Ellis | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555430 | Emma Garcia | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555433 | Mary Ann Curtis | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000555452 | Roger Jensen | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 0.85 |
| INC000000555470 | Jeffrey Washburn | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.24 |